

Dear District Technology Staff:

Wisconsin Forward testing has begun! As students begin logging in to secure tests using their test tickets, we wanted to remind you to make sure your systems are up to date and content is available on an active COS or TSM for all student tests that include Text-to-Speech (TTS) or Video Sign Language (VSL). We have received reports that some schools have encountered content errors during the first day of testing. In a few reported cases COS devices have not been successfully downloading recently updated files. If you find that students are receiving errors when trying to access secure tests with TTS or VSL accommodations/supports here are a few troubleshooting steps you can follow before calling the WI Help Desk for further assistance.

WI Forward Help Desk

1.800.459.6530

WIHelpDesk@datarecognitioncorp.com

1. Verify that TTS and VSL are selected

For TSM users, be sure that the “Download TTS” and “Download VSL” boxes are checked on the TSM Manager page.

Testing Site Manager (TSM)
(includes Local Caching Service [LCS] capabilities)

TSM Name: Demo TSM
TSM Version: 9.2.0_0
TSM Server Domain: 02448a04-legacy-prod.dro-centraloffice.com
TSM Server IP: 10.11.1.210

Content Caching Response Caching Tools

Last Updated: 03/19/2018 01:05:31 PM

Update Content **Recheck Content**

TSM: once the initial content download completes, be sure to check all Download TTS and Download VSL check boxes and click "Update Content" to initiate the download.

Content List

Content	Status	Download TTS	Download VSL	File Count	Download Results	Retry Content
553215 - Forward Item Samplers Spring 2017-2018	Up to Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3220/3220	Download	Update
553220 - Wisconsin Forward Exam Spring 2018	Up to Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	16189/16189	Download	Update

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COS users should verify that TTS and VSL are selected on the Content Management page:

Content Management Yes ☒

If you set Content Management to Yes, the test content for the administrations and accommodations that are selected in the grid will be automatically downloaded to your Central Office device. All available administrations and accommodations default to being selected. Accommodations can include Text to Speech (TTS), Human Voice Audio (HVA) and Video Sign Language (VSL). Not all accommodations are available for every administration. If you need to save space on the device, you can deselect items that you don't need by clicking the checkboxes. Once you have made your selections, click Update Configuration.

<input checked="" type="checkbox"/>	Admin	TTS/HVA	VSL
<input checked="" type="checkbox"/>	EWI215 Forward Item Samplers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	EWI220 Wisconsin Forward Exam	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

2. TSM: Verify that the TSM software version is up to date by navigating to the manageTSM page (<http://localhost:8080/admin/manageTSM/>) and click the "Check for Updates" button:

← → ↻ ⓘ localhost:8080/admin/manageTSM#

Apps ★ Bookmarks My Drive - Google Dr Meeting Rooms YouTube WI DPI

Optional Update?

☐ Yes

☒ No

TSM Application Updates

Check for Updates

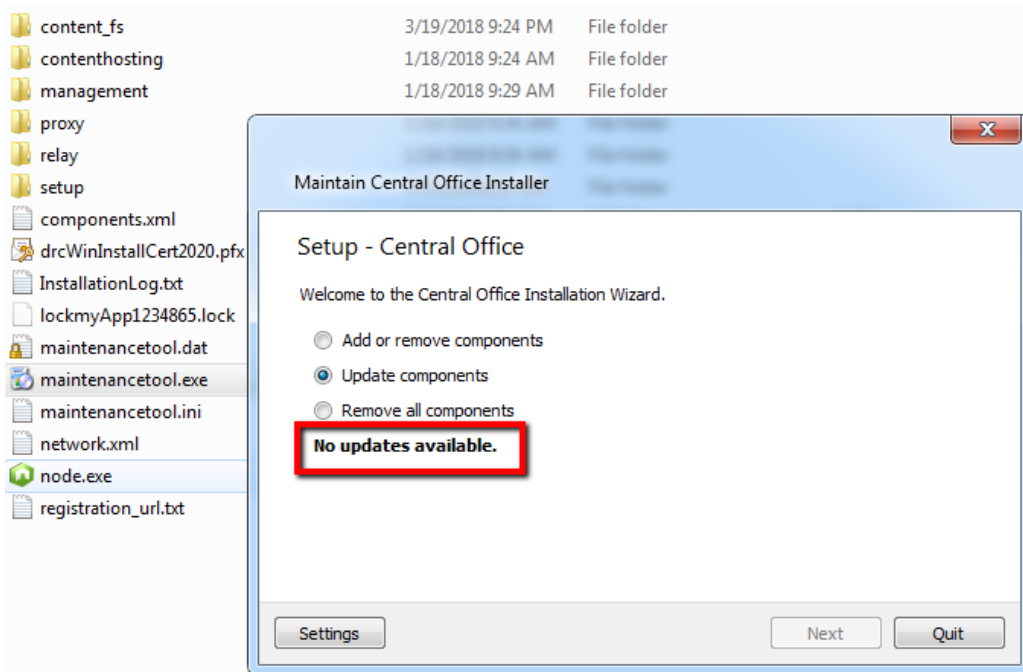
Save

COS: Verify that your COS version is up to date by running the management tool in the Central Office installation directory. Example: Windows directory path:

C:\Program Files\CentralOffice\maintenancetool.exe

If there is a newer version of COS available, complete the update process.

Note: do not update COS while students are actively testing.



3. COS: Restart the host machine(s) where COS instances are installed to force a re-start of all Central Office services.

Note: This restart should not be attempted while students are actively testing.

4. If after completing the above steps you still experience TTS/VSL related issues, please contact the WI Help Desk for further troubleshooting options.

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